

OFFICE OF INFORMATION TECHNOLOGY

2009 — 2011

Organizational Priorities

- ◆ **WSDOT Technology Operations**

Maintain a secure and reliable technology infrastructure so that agency employees and the traveling public can access WSDOT's technology resources, when they need it.

- ◆ **Maintain Current Technology Tools for WSDOT**

Maintain current technology tools for the agency and replace hardware/software based on industry best practices and WSDOT business priorities.

- ◆ **IT Security and Disaster Recovery Program**

Establish an IT Security and Disaster Recovery Program with resources designated to manage the essential functions of IT Security and Disaster Recovery Planning.

- ◆ **Meet WSDOT's Growing Technology Service Requirements**

Ensure the agency's technology services can adapt and expand to meet WSDOT's rapidly growing business requirements, including leading-edge technologies such as Web Services (WSDOT website, traffic/traveler information systems), Enterprise Resource Planning Systems (Tolling, Ferries Reservations), Data Security, Data Warehouse, Network Access/Connectivity, Voice/Video technologies and Geographic Information Services.

- ◆ **Provide Leadership for WSDOT IT Projects**

Provide proactive leadership to agency IT projects to ensure they align with current technologies and future directions. Partner with WSDOT business to deliver high priority technology projects, such as the Project Management Reporting System (PMRS), WSDOT Tolling initiatives and Ferries Reservations.

- ◆ **Critical Applications Implementation Plan**

Ensure current and future system development meets WSDOT's business priorities and is consistent with the overall direction of other key state systems. Continue the WSDOT Critical Applications Implementation Plan; pursue Legislative support of the next phases including TRIPS replacement and Time, Leave, Labor Distribution (TLLD).

- ◆ **Implement IT Best Practices**

Implement industry best practices for continuous improvement in IT service management and delivery. Develop a comprehensive and achievable plan to implement *IT Infrastructure Library (ITIL)* to include key processes such as an IT Service Catalog and a Configuration Management Database (CMDB). Continue the *Enterprise Architecture Program* to implement a technology foundation which will support the agency's existing business applications and newly developed systems in the future.

- ◆ **Innovate!**

Continually improve the quality, effectiveness and efficiency of IT systems and services. Provide innovative technology solutions that enhance the productivity of every WSDOT employee.
